

STATUTORY INSTRUMENTS SUPPLEMENT
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S T A T U T O R Y I N S T R U M E N T S

2014 No. 68.

**THE UGANDA TOURISM (REGISTRATION AND LICENSING OF
TOURIST ACCOMMODATION) REGULATIONS, 2014.**

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S T A T U T O R Y I N S T R U M E N T S

2014 No. 68.

The Uganda Tourism (Registration and Licensing of Tourist Accommodation) Regulations, 2014.

(Under section 34 of the Uganda Tourism Act, Act No. 2 of 2008)

IN EXERCISE of the powers conferred upon the Minister responsible for tourism by section 34 of the Uganda Tourism Act, 2008, and in consultation with the Uganda Tourism Board, these Regulations are made this 28th day of June, 2013.

1. Title.

These Regulations may be cited as the Uganda Tourism (Registration and Licensing of Tourist Accommodation) Regulations, 2014.

2. Interpretation.

In these Regulations, unless the content otherwise requires—

“Act” means the Uganda Tourism Act, 2008;

“Board” means the Uganda Tourism Board continued in existence by section 3 of the Act;

“camp site” refers to an area set aside for camping and providing appropriate basic facilities and services;

“caravan” means a vehicle equipped to be used by persons for living and sleeping purposes, and includes a self-propelled vehicle or a trailer;

“cottage or villa” refers to an establishment characterised by a cluster of lettable units for tourist accommodation with or without self-catering facilities which include residential premises used for holiday making by owners, friends or relatives, with or without charge;

- “currency point” has the meaning assigned to it in Schedule 1;
- “eco-lodge” refers to a facility located in an area ecologically rich in biodiversity, in an environment hardly disturbed by human activity;
- “guest house” refers to an establishment offering modest and limited accommodation or catering facilities;
- “hostel” means an establishment offering simple catering and accommodation facilities, usually with a single or multiple bed arrangement and catering for the lower end of the market;
- “lodge” means an accommodation establishment located within or near a natural habitat rich in fauna and flora, in which the majority of clients are leisure seekers;
- “motel” means an accommodation establishment, located along a highway or motor way;
- “restaurant” means a commercial catering establishment offering an extensive range or specialised cuisine, where meals are served, usually on a flexible time arrangement, and includes such variations as café, coffee shop and similar outlets;
- “safari or tented camp” refers to an accommodation establishment comprising mainly of semi-permanent or mobile tented accommodation facilities usually located close to or within a popular area such as a beach, river, lake, national park, game reserve or forest;
- “self contained bedroom” means an accommodation unit comprising a bedroom with attached bathroom and toilet facilities provided in a separate or adjoining room;
- “serviced apartments” refers to a commercial establishment, offering accommodation in a self-contained unit, with or without a self-catering facility;
- “tour operator” means a person licensed to sell or offer for sale, tour packages either directly or through a third party;

“tourist accommodation” refers to any category of accommodation specified in regulation 3.

3. Categorisation of tourist accommodation.

Tourist accommodation shall, for the purposes of registration with the Board, be categorised in accordance with the East African Standards of Classification, as follows—

- (a) caravan or camping park;
- (b) cottage or villa;
- (c) homestead;
- (d) eco lodge;
- (e) guest house;
- (f) hostel;
- (g) hotel;
- (h) lodge;
- (i) motel;
- (j) safari or tented camp; or
- (k) serviced apartment.

4. Registration as a condition for issue of licence.

The Board, or an authorised person, shall issue a licence to only a tourist accommodation that has been registered and the owner is in possession of a certificate of registration issued under these Regulations.

5. Application for registration of tourist accommodation.

(1) An application for registration of a tourist accommodation in any one or more of the classes listed in regulation 3, shall be in Form 1 specified in Schedule 2.

(2) The application shall be accompanied by—

- (a) a document containing the specifications and particulars setting out the location of the land on which the tourist accommodation to be registered is situated;

- (b) a certificate of occupancy;
- (c) an approval of a chief fire officer ;
- (d) an environmental impact assessment report;
- (e) provisions to be made for fire prevention;
- (f) a certified copy of the certificate of incorporation of the company or corporation;
- (g) a statement setting out the services to be rendered and other facilities to be provided to guests;
- (h) an application fee prescribed in Schedule 3;
- (i) a certified copy of a permit, approval or other form of authorisation which the applicant is required to obtain from any authority other than the Board under any other law allowing that person—
 - (i) to conduct the business of the class of tourist accommodation to which the application relates; or
 - (ii) to render any service or to carry on any other business or activity in or in association with the accommodation, and if an application for such permit, approval or authorisation is pending, proof to the satisfaction of the Board that the application has been made; and
- (j) any other information or documents which the Board may require in connection with the application.

6. Procedure on receipt of application.

Upon receiving an application for registration of tourist accommodation, and on being satisfied that the accommodation meets the appropriate minimum requirements specified in Schedule 4, the Board shall register the tourist accommodation.

7. Issue of certificate of registration.

(1) The Board shall, upon payment of the fee specified in Schedule 3, furnish to the applicant a certificate of registration in Form 2 specified in Schedule 2.

(2) The certificate of registration shall contain the following—

- (a) registration number;
- (b) name and address of owner or tour operator of the tourist accommodation; and
- (c) conditions with regard to which the accommodation is registered.

8. Owner to provide free access for inspection.

The owner of a tourist accommodation in respect of which an inspector seeks to carry out an inspection for purposes of registration or licensing shall, at all reasonable times afford free access to every part of the premises of the tourist accommodation to the inspector.

9. Application for registration of different or additional class of tourist accommodation.

(1) The owner of a tourist accommodation who wishes—

- (a) to have the tourist accommodation registered under a different class of tourist accommodation; or
- (b) to register an additional class of tourist accommodation, whether situated on the same premises or elsewhere, shall apply to the Board for registration of such different or additional class of accommodation in the same way as an application for initial registration.

(2) An application made under sub regulation (1) shall be in Form 3 specified in Schedule 2 and shall be accompanied by—

- (a) the documents specified in regulation 5; and
- (b) a fee specified in the Schedule 3.

10. Change of particulars of registration.

(1) The owner of a registered tourist accommodation shall, within thirty days from the date on which a change of particulars of registration occurs, notify the Board in writing, if there is a change in the following—

- (a) the ownership or name of the accommodation;
- (b) the address of the owner of the accommodation;
- (c) addition or reduction of number of bedrooms of the accommodation;
- (e) renovation or structural alterations made to the accommodation; or
- (f) destruction of the accommodation or any part of the accommodation.

(2) A person who does not comply with sub regulation (1) commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

11. Display of certificate of registration.

(1) The owner of a registered tourist accommodation shall ensure that the certificate of registration issued in respect of the tourist accommodation is displayed in the reception area of the accommodation or any other place to which members of the public have access.

(2) An owner of a tourist accommodation who does not comply with sub regulation (1) commits an offence and is liable on conviction to a fine not exceeding five currency points or a term of imprisonment not exceeding two months or both.

12. Withdrawal of certificate of registration.

(1) The Board may withdraw the certificate of registration of a registered tourist accommodation under the following circumstances—

- (a) if the accommodation no longer meets the requirements for registration; or
- (b) if the owner of the tourist accommodation does not remit the Tourism Development Levy.

(2) The Board shall give the owner of a registered tourist accommodation an opportunity to be heard before withdrawal of the certificate.

13. Replacement of certificate of registration.

A person whose certificate is lost, or damaged in any way, may apply to the Board for the replacement of the certificate of registration as prescribed in Form 4 of Schedule 2.

14. Reinstatement of registration.

(1) An owner of a tourist accommodation who complies with the requirements in regulation 12(1), may apply for reinstatement of registration.

(2) A person who wishes to be reinstated for registration shall make a new application.

PART III—OTHER MATTERS CONCERNING REGISTRATION.

15. Guest register and returns.

(1) The owner of a tourist accommodation shall keep a register at the premises of the tourist accommodation for entering the particulars prescribed in sub regulation (2).

(2) On arrival of a guest to whom accommodation is provided at a tourist accommodation the following particulars shall be entered in the register in respect of the guest—

- (a) name of the guest or tour operator's name, in case of a group;
- (b) citizenship or country of residence;
- (c) permanent postal address of guest or tour operator in case of a group;

- (d) number of persons in a group;
- (e) date of arrival;
- (f) number of nights booked;
- (g) room number;
- (h) purpose of visit;
- (i) registration number of the vehicle with which the guest is traveling, if any;
- (j) name of next destination;
- (k) signature of guest or tour operator in case of a group; and
- (l) envisaged date of departure.

(3) The owner of a tourist accommodation shall submit to the Board, within a period of ten working days at the end of each quarter, monthly returns relating to the accommodation of guests.

(4) An owner of a tourist accommodation who does not comply with the provisions in sub regulations (1) and (3), commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

16. Compliance with prescribed requirements.

The owner of a registered tourist accommodation shall ensure that the requirements for registration are complied with at all times, including requirements in respect of any service or facility which the owner has contracted.

17. Requirement for licence.

(1) A person shall not operate a tourist accommodation unless the accommodation has been issued with a licence by the Board.

(2) A person who contravenes sub regulation (1) commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

18. Application for licence.

(1) An application for grant or renewal of a licence shall be made to the Board or any person authorised by the Board in Form 5 specified in Schedule 2.

(2) An application for a licence shall be accompanied by—

- (a) a certificate of registration;
- (b) a fee as prescribed in Schedule 3.

(3) Upon receipt of an application for a licence, the Board shall, within fourteen days—

- (a) grant or renew a licence with or without conditions;
- (b) refuse to grant or renew a licence;
- (c) require the applicant to meet specified conditions before granting or renewing the licence.

(4) A licence shall be in Form 6 specified in Schedule 2.

(5) A licence shall be issued for a period of one year, calculated from the date of issue.

19. Licence fees.

Licence fees shall be paid annually and shall be assessed on the basis of the different classes of tourist accommodation specified in Schedule 3.

20. Suspension or cancellation of licence.

(1) The Board may withdraw, suspend or cancel the licence of a registered tourist accommodation—

- (a) where the tourist accommodation has been deregistered;
- (b) where the owner of the tourist accommodation fails to remit to the Board, the tourism development levy required under the Uganda Tourism (Tourism development Levy) Order, 2007;

- (c) where the tourist accommodation is bound to endanger the health or safety of any person in or likely to use that facility; and
- (d) where the tourist accommodation is no longer operating as a tourist facility.

(2) A person aggrieved by the decision of the Board may within thirty days after being notified by the Board appeal to the Minister as prescribed in section 17 of the Act.

21. Particulars on letterheads and information concerning services.

- (1) The owner of a tourist accommodation shall ensure—
 - (a) that the charges payable for accommodation and for other services provided at the tourist accommodation are displayed at the reception area of the tourist accommodation for the information of the guests;
 - (b) that all letterheads used and all advertisements, brochures, pamphlets and other material published, distributed or made available for public information in relation to the tourist accommodation, clearly indicate—
 - (i) the class of tourist accommodation in respect of which the establishment is registered; and
 - (ii) the classification, if any, allocated by the Board in respect of the tourist accommodation;
 - (c) that particulars of the service and facility offered to a guest of the tourist accommodation, the tariffs charged and details of related conditions or services, such as—
 - (i) cancellation policy;
 - (ii) room service, pick-up and drop-off services;
 - (iii) opening hours and closing hours; and

- (iv) other services available at the tourist accommodation to be provided on the request of a guest and for inspection by the Board; and
- (d) that no false or misleading information is displayed, published or given in reference to paragraph (a), (b) or (c).

(2) An owner of a tourist accommodation, who fails to comply with this provision commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment for a term not exceeding twelve months or both.

22. Offences and penalties.

A person who contravenes the provisions of these Regulations for which no specific penalty is prescribed shall be liable on conviction to a fine not exceeding twenty four currency points or to imprisonment for a term not exceeding twelve months or both.

SCHEDULES

Schedule 1

reg. 2

CURRENCY POINT

A currency point is equivalent to twenty thousand shillings.

Schedule 2

Forms

FORM 1

reg.5

The Uganda Tourism (Registration and Licensing of Tourist Accommodation) Regulations, 2014

Application for registration of tourist accommodation

**Uganda Tourism Board,
P.O Box
Kampala.**

1. Tick type of tourist accommodation for which you wish to apply for registration.
 - (a) caravan/ camping park;
 - (b) cottage or villa;
 - (c) farmhouse;
 - (d) eco lodge;
 - (e) guest house;
 - (f) hostel;
 - (g) hotel;
 - (h) lodge;
 - (i) motel;
 - (j) safari or tented camp;
 - (k) serviced apartments.

2. Trading name of tourist accommodation
3. Name of owner or manager.....
4. Postal Address.....
5. City/ Town.....
6. Telephone number.....
7. Email address.....
8. If owner is a company or partnership or other association, state the full names of the directors, partners or other persons

9. Particulars of sleeping accommodation of guests (fill in Table)

No. of bedrooms	Single	Double/ Twin	Suite
With self contained facilities			
With private bath/ shower only			
With private toilet only			
Total			

10. List and describe the facilities found at the tourist accommodation i.e. toilets, bathrooms, restaurant, fire safety, etc.....

11. Clearly state whether the facilities specified above meet the minimum requirements specified in the appropriate part of the Third Schedule to the Uganda Tourism (Registration and Licensing of Tourist Accommodation) Regulations, 2014

(Use separate sheet if necessary)

12. Details of other licences, if any, granted to the tourist accommodation (If applicable)
 a. Liquor licence.....
 b. Casino licence
 c. Other.....

13. I / We enclose, in support of this application-
 a. Brochure or other printed material promoting the tourist accommodation (Where applicable);

- b. The application fee of
- c. Existing lay out (not to scale) of the tourist accommodation, including ablution blocks, laundries, cooking facilities, caravan areas or camping areas, paths, drainage, sporting facilities, etc.

I certify that, to the best of my knowledge and belief, the information given in this application and the documents in support of the application are true and correct.

Date.....

Signature of applicant.....

Notes

All structures, equipment and facilities used by the tourist accommodation shall be inspected by a designated officer prior to registration.

The Uganda Tourism (Registration And Licensing Of Tourist
Accommodation) Regulations, 2014.

**CERTIFICATE OF REGISTRATION OF TOURIST
ACCOMMODATION**

Certificate Number.....

Date.....

I certify that(trading name of tourist accommodation)

Situated at is registered
as(type of tourist accommodation).

.....
The Executive Director
Uganda Tourism Board

The Uganda Tourism (Registration And Licensing Of Tourist Accommodation) Regulations, 2014

APPLICATION FOR REGISTRATION OF DIFFERENT OR ADDITIONAL CLASS OF TOURIST ACCOMMODATION

**The Executive Director,
Uganda tourism Board,
P.O Box
Kampala.**

1. Trading name and other particulars of existing tourist accommodation
.....
.....
2. Tick **additional** or **different** type of tourist accommodation for which you wish to apply for registration.
 - (a) caravan/ camping park;
 - (b) cottage or villa;
 - (c) farmhouse;
 - (d) eco lodge;
 - (e) guest house;
 - (f) hostel;
 - (g) hotel;
 - (h) lodge;
 - (i) motel;
 - (j) safari or tented camp; or
 - (k) serviced apartments.
3. Name of owner or manager.....
.....
4. Postal Address.....
5. City/ Town.....
6. Telephone number.....
7. Email address.....

8. If owner is a company or partnership or other association, state the full names of the directors, partners or other persons

.....

.....

.....

9. Particulars of sleeping accommodation of guests (Fill in Table)

No. of bedrooms	Single	Double/ Twin	Suite
With self contained facilities			
With private bath/ shower only			
With private toilet only			
Total			

10. List and describe the additional facilities to be added to the existing facilities found at the tourist accommodation i.e. toilets, bathrooms, restaurant, fire safety, etc.....

.....

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11. Clearly state whether the facilities specified above meet the minimum requirements specified in the appropriate part of the Third Schedule to the Uganda Tourism (Registration and Licensing of Tourist Accommodation) Regulations, 2014.....

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(Use separate sheet if necessary)

12. I / We enclose, in support of this application-
- a. Brochure or other printed material promoting the tourist accommodation (where applicable);
 - b. The application; and
 - c. Existing lay out (not to scale) of the tourist accommodation, including ablution blocks, laundries, cooking facilities, caravan areas or camping areas, paths, drainage, sporting facilities, etc.

I certify that, to the best of my knowledge and belief, the information given in this application and the documents in support of the application are true and correct.

Date.....

Signature of applicant.....

Notes

All structures, equipment and facilities used by the tourist accommodation shall be inspected by a designated officer prior to registration.

The Uganda Tourism (Registration And Licensing Of Tourist Accommodation) Regulations, 2014.

APPLICATION FOR THE REPLACEMENT OF CERTIFICATE OF REGISTRATION

I / We apply for the replacement of certificate of registration No....., dated. Issued by the Director in respect of(name of registered tourist accommodation)

The original certificate mentioned above has been damaged/destroyed/lost* in the following circumstances.....
.....
.....
.....
.....

I/ We undertake to return the damaged certificate to the chief executive officer immediately upon receipt of a new certificate.

Date.....

Signature of applicant.....

* Delete the inapplicable

**The Uganda Tourism (Registration And Licensing Of Tourist
Accommodation) Regulations, 2014**

APPLICATION FOR GRANT OR RENEWAL OF LICENCE

**The Executive Director,
Uganda tourism Board,
P.O Box
Kampala.**

1. Tick type of tourist accommodation for which you wish to apply for Licence.
(a) caravan/ camping park;
(b) cottage or villa;
(c) farmhouse;
(d) eco lodge;
(e) guest house;
(f) hostel;
(g) hotel;
(h) lodge;
(i) motel;
(j) safari or tented camp; or
(k) serviced apartments.
2. Trading name of tourist accommodation
3. Certificate of registration number.....
4. Name of owner or manager
5. Physical address.....
6. Postal Address.....
7. City/ Town.....

8. Telephone number.....
9. Email address.....
10. Particulars of sleeping accommodation of guests (Fill in Table)

No. of bedrooms	Single	Double/ Twin	Suite
With self contained facilities			
With private bath/ shower only			
With private toilet only			
Total			

I / We enclose, in support of this application a fee of

Date.....

Signature of applicant.....

**The Uganda Tourism (Registration And Licensing Of Tourist
Accommodation) Regulations, 2014.**

LICENCE FOR (TYPE OF ACCOMMODATION)

Licence NO.....

The premises known as (Trading name
of tourist accommodation) are licensed as
(type of accommodation) in accordance with section Of the Uganda
Tourism Act, 2008 and regulation of the Uganda Tourism
(Registration and Licensing of Tourist Accommodation) Regulations, 2014.

The licence expires on the day of 20....

Dated this day of 20.....

.....
The Executive Director
Uganda Tourism Board

Schedule 3

FEEES

regs. 7, 9(2), 18(2)and 19(3)

TABLE I

**FEEES FOR APPLICATION FOR REGISTRATION AND ISSUE OF
CERTIFICATE OF REGISTRATION**

	Type of accommodation	Application fee for registration
	Hotel	200,000
	Lodge, guesthouse, farmhouse or motel	200,000
	Hostel	200,000
	Bed and breakfast and self serviced apartments	200,000
	Caravan and camping park	200,000
	Cottage or villa	200,000
	Safari or tented camp	200,000

TABLE 2

FEEES FOR APPLICATION FOR LICENCE AND ISSUE OF LICENCE

	Type of accommodation	Application fee for license
	Hotel	100,000
	Lodge, guesthouse, farmhouse or motel	100,000
	Hostel	100,000
	Cottage or villa	100,000
	Bed and breakfast and self serviced apartment	100,000
	Caravan and camping park	100,000
	Safari or tented camp	100,000

OTHER FEES

Replacement or re issue of Certificate

SCHEDULE 4

reg. 16

MINIMUM REQUIREMENTS FOR REGISTRATION OF THE DIFFERENT TYPES OF ACCOMODATION FACILITIES

PART 1 HOTEL

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	Shall be constructed in conformity with the building code, and shall have a separate and independent access for guests, staff and for deliveries.
1.2 Lighting	The premises shall be well lit at all times, for comfort, security and safety purposes. Where there is no standby generator, there shall be adequate provision for appropriate alternative lighting.
1.3 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.4. Maintenance	The entire premises shall be kept in a good state of repair at all times.
1.5 Regulation of Temperature	Natural or mechanical ventilation shall be adequately provided for.
2.0 LOBBY/LOUNGE	Shall be adequate, and in any case not less than an aggregate of $\frac{1}{2}$ sq m per guest bed, preferably with a T.V or music facilities.
2.1 Information	Information desk on tourist facilities is recommended.
2.2 Furniture and Furnishings	Shall be appropriate, adequate, clean and well maintained and shall include such items as easy chairs and tables.
2.3 Floors and Walls	Shall be hygienic, clean and well maintained.
2.4 Communication	Shall be provided at reception area and available, on a 24-hour basis.
2.5 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water, shall be provided.
3.0 RESTAURANT	Shall be adequate in proportion to the capacity of the hotel, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.

3.1 Furniture & Equipment	Shall be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended provided.
3.2 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
3.3 Menu	Priced menu and beverage list shall be appropriately presented.
4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
5.0 KITCHEN	
5.1 Size	Shall be proportionate to the capacity of the restaurant and other eating outlets, appropriately lit, ventilated, equipped and maintained.
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food. Refrigeration or adequate cooling facilities shall be maintained for the preservation of food supplies
5.3 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.4 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working condition at all times.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3x 3 m for single rooms and 4x3 for double occupancy excluding bathroom space.
6.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.
6.3 Safety/Privacy	Each guest room door shall be properly numbered and fitted with a lock. Appropriate security measures shall be in place and maintained at all times.

6.4 Furniture, Fittings & Equipment	Every guest room shall be fitted with a clean comfortable but simple bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses shall be provided. The mattresses must be clean, comfortable and well covered, and shall ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows. A wardrobe with at least six hangers, a table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table shall be provided.
6.5 Furnishings and Linen	Where appropriate, soft furnishings and curtains shall be adequate enough to cover the entire window and/or door. Suitable and clean Bed linen of appropriate size, in relation to the bed, allowing for tacking in, shall be provided.
6.6 Change of Linen	Shall be done after every two nights of use or with every new guest or as otherwise necessary.
7.0 GUEST BATHROOM	
7.1 Size	Bathroom/WC shall be of not less than 3.5 sq.m., with a shower or bath tub.
7.2 Equipment and Fittings	Shall be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and amenities shelf(ves).
7.3 Floors and Walls	Good impervious non-slip materials shall be used.
7.4 Towels	At least one bath size towel of good quality shall be provided per guest and shall be changed after every two nights.
7.5 Supplies in the Bathroom	The following shall be supplied in each bathroom: sanitary bin, toilet brush with a holder, soap and toilet paper.
6.0 RECEPTION AREA	An appropriate area with reception counter and/or cubicle shall be provided.
6.1 Information Service	Relevant guest information shall be provided.
6.2 Safe Deposit Service	Shall be available.

7.0 HYGIENE AND SANITATION	
7.1 Guest Cloak Rooms	<p>Shall be adequate, in relation to capacity of the hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms shall be clean, functional and well maintained, with at least the following provided:-</p> <ul style="list-style-type: none"> • A wash hand basin, hygienically operated, running water and soap; • Toilet paper; • Sanitary bin with lid; • Facilities for disabled; • Urinals with running water and drainage. <p>The entrance to the cloakroom from adjacent public rooms shall have air locks.</p>
7.2 Staff Changing Rooms	<p>Shall be segregated and adequate, in proportion with the number of staff. Lockers, full-length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins shall be provided. The room shall be clean, well lit, ventilated and well maintained.</p>
7.3 Refuse Disposal	<p>There shall be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.</p>
7.4 Sewage	<p>Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal.</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>
7.5 Vermin Proofing	<p>All areas of the hotel shall be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.</p>
7.6 Water Supply	<p>All water provided for guest use shall be portable and approved for drinking by relevant authorities.</p> <p>Where drinking water is not obtained from a public source, Management shall ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not fit for human consumption, Management shall post notices in each guestroom, tap or source, to that effect.</p>

7.7 Water Storage	There shall be enough storage capacity to last at least one day, in case of supply breakdown.
8.0 SAFETY AND SECURITY	
8.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.
8.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.
8.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
8.4 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.
8.5 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
8.6 Safety of Swimmers	Adequate precaution shall be taken in hotels with swimming pools, for the health and safety of swimmers. Swimming pools shall be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment shall be available during pool operating hours.
9.0 SUNDRY SERVICES	
9.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
10.0 MANAGEMENT	The general direction of operations shall be under the supervision of a competent person.
10.1 Staff	Shall be well groomed at all times, and have basic skills.
10.2 Health	All staff shall be medically fit and examined regularly, in line with statutory health regulations.
11.0 GENERAL	
11.1 Lifts	Guest lifts shall be provided for buildings of more than four storeys, including ground floor.
11.2 Parking Facilities	Establishments located in urban centers shall have adequate space for picking and dropping guests. Ample and secure parking space shall be available within close proximity of the hotel, where priority shall be given to disabled/handicapped persons.

11.3 Hotel Insurance	Public liability insurance and other statutory insurance policies shall cover the establishment.
11.4 Facilities for Disabled or Handicapped	Adequate and appropriate facilities shall be provided.

PART 2

GUEST HOUSES

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	The building shall be constructed in conformity with the building codes, and shall have a separate and independent access for guests, staff and for deliveries. Staff and goods entrance shall be at the rear of the guest house.
1.2 Lighting	The premises shall be well lit at night, for security and safety purposes. Where there is no standby generator, there shall be provision for appropriate alternative lighting.
1.3 Corridors, staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.4 Maintenance	The entire premises shall be kept in a good state of repair at all times.
1.5 Regulation of Temperature	Natural and/or mechanical ventilation shall be adequately provided for.
2.0 LOBBY/LOUNGE	Shall be adequate and in any case not less than an aggregate of $\frac{1}{2}$ sq m per guest bed, and preferably with some entertainment facilities.
2.1 Furniture and Furnishings	Shall be appropriate, adequate, clean and well maintained.
2.2 Floors and Walls	Shall be hygienic, clean and well maintained.
3.0 DINING ROOM	Shall be adequate in proportion to the capacity of the guesthouse, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.
3.1 Furniture and Equipment	Shall be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended.
3.2 Floors, Walls and Ceilings	Shall be structurally sound and well maintained to support high standards of cleanliness and hygiene.
3.3 Menu	Where food and/or drinks are provided, priced menu and beverage list shall be appropriately presented.

4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations.
5.0 KITCHEN	
5.1 Size	Shall be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and well maintained.
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen.
5.3 Waste Collection and Storage	There shall sufficient number of waste bins, preferably for glass, organic and non-organic materials, with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
5.4 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.5 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working conditions at all times.
5.6 Staff	There shall be suitably trained and experienced staff, supervised by a well trained and experienced Cook. All staff shall be well groomed and protective clothing shall be provided and used.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
6.2 Safety/Privacy	Each guest room door shall be properly numbered and fitted with lock. Appropriate security measures shall be in place and maintained at all times.
6.3 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.

6.4 Furniture Fittings and Equipment	<p>Every guest room shall be fitted with a clean comfortable but simple bed of not less than 190cm x 90cm, as a single bed and/or 190cm x 120cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses shall be provided. The mattresses must be clean, comfortable and well covered, and shall ideally be of not less than 15 cm thick, with two clean and comfortable matching pillows.</p> <p>A wardrobe with six hangers, a table and a chair, a full-length mirror and dressing table, a waste paper basket and a bedside table shall be provided.</p>
6.5 Furnishings and Linen	<p>Where appropriate, soft furnishings and curtains shall be adequate enough to cover the entire window and/or door.</p> <p>Suitable and clean bed linen of appropriate size, in relation to the bed allowing for tacking in, shall be provided</p>
6.6 Information in Bedroom	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, shall be provided.</p> <p>All information shall be made available in Kiswahili and English.</p>
7.0 GUEST BATHROOM	<p>There shall be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When ensuite, Bathroom/WC shall be of not less than 3.5 sq.m, with a shower or bath tub.</p> <p>The facilities shall be maintained in hygienic conditions at all times.</p> <p>Gender segregation shall be observed and neatly indicated in signs, which are legible, even at night.</p>
7.1 Fittings and Supplies	<p>There shall be a WC, shower with mixer, wash hand basin and hand or grab rail.</p> <p>Each bathroom shall have adequate number of hangers and cloth hooks, a small shelf, sanitary bins, adequate size of mirror, towel rail and a chair or stool for the aged or disabled.</p>
7.2 Floors and Walls	<p>Good impervious non-slip materials shall be used.</p>
7.2 Towels	<p>At least one bath size towel of good quality shall be provided per guest, and shall be changed after every two nights.</p>
7.3 Supplies in the Bathroom	<p>The following shall be supplied in each bathroom: sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest.</p>

8.0 RECEPTION AREA	
8.1 Information Service	Relevant guest information shall be provided.
8.2 Safe Deposit Service	Shall be available.
8.3 Languages	Front office staff shall be in position to speak English and Kiswahili.
9.0 SEWAGE	<p>Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal.</p> <p>System in line with the building code and health standards as well as environmental protection regulations.</p>
10.0 Staff	Shall be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.
10.1 Health	All staff shall be medically fit and examined regularly in line with statutory health regulations.

PART 3

HOSTEL

SECTION – ITEM	DETAILS
1.0 BUILDING	
1.1 Autonomy of Building	Shall be constructed in conformity with the building code, and shall have a separate and independent access for guests, staff and for deliveries.
1.2 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from adverse weather.
1.3 Maintenance	The entire premises shall be kept in a good state of repair, at all times.
1.4 Regulation of Temperature	Natural and/or mechanical ventilation shall be adequately provided for.
1.5 Lighting	Natural and/or artificial lighting shall be provided for, in all areas of the hostel.
2.0 LOBBY/LOUNGE	Shall be adequate and in any case not less than an aggregate of $\frac{1}{2}$ sq m per guest bed, preferably with some entertainment facilities.
2.1 Furniture and Furnishings	Shall be adequate, of good quality, functional and well maintained.
2.2 Floors and Walls	Shall be hygienic, clean and well maintained.
3.0 DINING ROOM	Shall be adequate in proportion to the capacity of the hostels, clean, well furnished and maintained and in good state of repair. Simple meals shall be available. Cutlery, condiments sets and table linen shall be of good standard, clean, unbroken, uniform and sufficient for the full number of tables in use.
3.1 Furniture and Equipment	Shall be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons shall be provided.
3.2 Interior Decoration	Shall be modest, with harmony of colours.
3.3 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.

3.4 Menu	Priced menu and beverage list shall be appropriately presented.
4.0 BAR	Where available, shall be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations
5.0 KITCHEN	Shall be proportionate to the capacity of the dining room and other eating outlets, appropriately lit, adequately ventilated, equipped and maintained.
5.1 Size	Shall be proportionate to the capacity of the dining room, and other eating outlets.
5.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods shall be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
5.3 Waste Disposal	Waste shall be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
5.4 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage shall be connected to the soakage pit via grease trap. All shall be maintained in good working condition at all times.
5.5 Staff	There shall be suitably trained and experienced staff supervised by a well-trained and experienced cook. All staff shall be well groomed and protective clothing shall be provided and used.
6.0 GUEST ROOMS	
6.1 Size	Shall not be less than 3x3 m for single rooms and 4x3 m for double occupancy, excluding bathroom space.
6.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided.
6.3 Safety/Privacy	Each guest room door shall be properly numbered and fitted with a lock. Appropriate security measures shall be in place and maintained at all times.
6.4 Furniture, Fittings and Equipment	Every guest room shall be fitted with a simple, clean but comfortable bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed and appropriate mattresses. The room shall be functionally equipped.

6.5 Furnishings and Linen	Where appropriate, suitable linen, furnishings and curtains shall be adequately provided.
6.6 Change of Linen	Shall be done after every two nights of use or with every new guest or as otherwise necessary.
7.0 GUEST BATHROOM	There shall be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When ensuite, Bathroom/WC shall be of not less than 3.5 sq, with a shower or bath tub. The facilities shall be maintained in hygienic conditions at all times. Gender segregation shall be observed and neatly indicated in signs, which are legible, even at night.
7.1 Equipment and Fittings	Shall be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and amenities shelf(ves).
7.2 Floors and Walls	Good impervious non-slip materials shall be used.
7.3 Towels	At least one bath size towel of good quality shall be provided per guest and shall be changed after every two nights.
7.4 Supplies in the Bathroom	When ensuite, the following shall be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest.
8.0 RECEPTION AREA	
8.1 Information Service	Relevant guest information shall be provided.
8.2 Safe Deposit Service	Shall be available.
9.0 HYGIENE AND SANITATION	
9.1 Cloak Rooms	Shall be adequate, in relation to capacity of the hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms shall be clean, functional and well maintained, with at least the following provided:- <ul style="list-style-type: none"> • A wash hand basin, hygienically operated, running hot and cold water and soap; • Toilet paper; • Sanitary bin with liner and lid; • Facilities for disabled; • Urinals with running water and drainage; The entrance to the cloakroom from adjacent public rooms shall have air locks.

9.2 Staff Changing Rooms	Shall be segregated and adequate, in proportion with the number of staff. Lockers, full-length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins shall be provided. The room shall be clean, well lit, ventilated and well maintained.
9.3 Refuse Disposal	There shall be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
9.4 Sewage	Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal. System in line with the building code and health standards as well as environmental protection regulations.
9.5 Vermin Proofing	All areas of the hostel shall be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
9.6 Water Supply	All water provided for guest use shall be portable and approved for drinking by relevant authorities. Where drinking water is not obtained from a public source, management shall ensure that the same is tested, at least three times a year, by a competent authority. Where the test indicates that the water is not fit for human consumption, management shall post notices in each guest room, tap or source, to that effect.
9.7 Water Storage	There shall be enough storage capacity to last at least one day, in case of supply breakdown.
9.8 Service and Preparation Areas	No person shall be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
10.0 SAFETY AND SECURITY	
10.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations.
10.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.

10.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
10.4 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.
10.5 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
10.6 Safety of Swimmers	Adequate precaution shall be taken in hostels with swimming pools, for the health and safety of swimmers. Swimming pools shall be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment shall be available during pool operating hours.
11.0 SUNDRY SERVICES	
11.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
12.0 MANAGEMENT	The general direction of operations shall be under the supervision of a competent person.
12.1 Staff	Shall be well groomed at all times, and have basic skills.
12.2 Health	All staff shall be medically fit and examined regularly in line with statutory health regulations.
13.0 GENERAL	
13.1. Lifts	Guest lifts shall be provided for buildings of more than four storeys, including ground floor.
13.2. Parking Facilities	Adequate and secure parking facilities shall be provided for guests. Disabled or handicapped persons shall be catered for.
13.3. Shopping Facilities	A boutique or shop stocking items essential for guests shall be available.
13.4. Hostel Insurance	Shall be covered by public liability insurance and other statutory insurance policies.
13.5. Facilities for Disabled or Handicapped	Adequate and appropriate facilities shall be provided.

PART 4

CAMPING OR CARAVAN SITES

SECTION – ITEM	DETAILS
1.0 LOCATION	
1.1 Accessibility	There shall be clear direction signage leading to the site, at appropriate intervals and/or strategic places.
1.3 Parking	Parking facilities for vehicles and caravan shall be clearly demarcated and indicated.
2.0 BUILDING	There shall be a central structure to facilitate proper management and operation of the site.
2.1 Reception	There shall be a clearly demarcated area where guests can be formally received. Information on the use of the site and of other touristic interest shall be available.
2.2 Communication	There shall be effective means of communication.
2.3 Information	Literature covering services, essential emergency telephone numbers and other important/relevant information shall be provided.
3.0 WALKWAYS	Shall be distinctive, and of all weather surfaces, preferably with clear signage, which are legible, even at night. Shall be well maintained.
4.0 EATING AREA	Shall be adequately and appropriately provided for. Where food and/or drinks are provided, priced menu and beverage list shall be appropriately presented.
5.0 SERVICE	
5.1 Cooking	A shed providing basic facilities for cooking shall be provided.
5.2 Washing	Separate basic facilities for washing clothes and cleaning utensils, in proportion to the size of the site, shall be provided.
5.3 Waste Collection, Storage and Disposal	There shall be appropriate waste storage and disposal facilities, which meet the local health standards and environmental regulations.
5.4 Shades and Shelters	There shall be enough provision for natural or man-made shelters/shades.
6.0 HYGIENE & SANITATION	
6.1 Guest Conveniences	Shall be adequate and properly ventilated in proportion to the capacity of the site. Gender segregation and privacy shall be observed and indicated.

6.3 Drainage and Sewage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the building code, health standards and environmental regulations.
6.4 Vermin Proofing	Measures shall be taken to minimize possibility of invasion by stray dogs, cats, vermin, pests and insects.
7.0 WATER SUPPLY	
7.1 Quality	All water provided for guest use shall be suitable and approved for drinking by relevant authorities.
7.2 Testing	Where drinking water is not obtained from a public source, the management shall ensure that the same is tested at least three times a year, by a competent authority. Where the test indicates that the water is not fit for human consumption, the management shall post notices in prominent places, taps or sources, to that effect.
8.0 SAFETY AND SECURITY	The site shall be secured against intrusion by wild animals and/or unauthorized persons. Appropriate security measures shall be in place and maintained at all times.
8.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff shall be familiar with available fire fighting equipment and their use. Fire drill exercises for staff shall be carried out regularly. Statutory fire safety notices shall be prominently displayed.
8.2 Electrical Safety	All electrical installations shall be done in accordance with applicable safety laws.
8.3 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
8.4 First Aid	A functional kit shall be available, with some staff properly trained in first aid techniques and emergency handling.
8.5 Insurance	Appropriate public liability insurance and other statutory insurance policies shall be taken.

9.0 ENVIRONMENTAL CONSERVATION	Effective measures shall be put in place to ensure that the environment is not affected, by waste, refuse and pollution through the operations of the site, in line with appropriate environmental laws.
10.0 MANAGEMENT	
10.1 Staff	A competent person shall supervise the site assisted by staff with relevant skills to assist Guests.
10.2 Security	There shall be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
10.3 Emergency Power	There shall be appropriate alternative sources of power as back up to the main supply.

PART 5

VILLA, COTTAGE OR SERVICED APARTMENTS

SECTION- ITEM	DETAILS
1.0 LOCATION	
1.1 Site and Environment	The location of the building and its entrance shall be suitable for the type of establishment, and shall be in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality.
2.0 BUILDING	
2.1 Autonomy of Building	Depending on the design and layout of the establishment, there shall be separation of traffic flow between guests and services.
2.3 Signage	All public spaces and guest rooms shall be indicated in clearly numbered, lettered or other appropriate designation.
2.4 Corridors, Staircases and Hallways	Where applicable, shall allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Shall be well maintained and protected from the weather.
2.5 Lighting and Ventilation	Shall be effective natural and/or artificial.
3.0 LOBBY/ RECEPTION AREA	
3.1 Size	Appropriately appointed.
3.2 Furniture, Furnishings and Equipment	Shall be functional and well maintained.
3.3 Information	Relevant information shall available for guests.
3.4 Communication Facilities	An electric bell, a light signal or telephone shall be provided, in every unit for internal communication
4.0 LIVING ROOM	
4.1 Size	Minimum size for each lettable unit shall be 12 sq.m.
4.2 Furniture and Equipment	A dining table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf.
4.3 Furnishings and Fittings	Shall be of functional and good quality material.

4.5 Lighting and Ventilation	An open window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.
5.0 KITCHENETTE	
5.1 Size	Shall be at least 7 ¹ / ₂ sq.m, for every lettable unit.
5.2 Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate cooking equipment and utensils shall be provided. All shall be kept in good and clean condition.
5.3 Floors & walls	Shall be of non-slip impervious materials and conducive to easy cleaning.
6.0 BED ROOMS	
6.1 Size	Minimum size shall be 12 sq.m, excluding the bathroom.
6.2 Furniture and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded. • TV and telephone shall be available.
6.3 Furnishings & Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2 ¹/₂ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme. • Bedding shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, Two-bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.

6.4 Floors, Walls and Ceilings	<p>Shall be of good finish and well maintained.</p> <ul style="list-style-type: none"> • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material.
6.5 Door Security	The main door to the unit shall be of good quality weather resistant material and fitted with secure locks/locking system.
7.0 BATHROOMS	Bathroom/WC of not less than 3 ¹ / ₂ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.
7.1 Size	
7.2 Lighting and Ventilation	<ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
7.3 Equipment and Fittings	Shall be functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.
7.4 Floors and Walls	Good impervious non-slip materials shall be used. The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.
7.5 Towels	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.
7.6 Supplies	The following shall be supplied in each bathroom: sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
8.0 HYGIENE AND SANITATION	
8.1 Refuse Storage and Disposal	Facilities shall meet the local health standards and environmental protection regulations.
8.2 Sewage	Drainage shall be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal shall be in line with the health regulations.
8.3 Water Supply	<p>There shall be consistent supply of safe water conforming to local and WHO standards.</p> <p>Water from private sources shall be appropriately treated</p>
8.4 Water Storage	Capacity shall be adequate to last for at least three (3) days in case of supply breakdown.

9.0 SAFETY AND SECURITY	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.
9.1 Fire Protection	Statutory fire safety notices shall be prominently displayed in guest room and public areas.
9.2 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable electrical safety laws.
9.3 Emergency Power	There shall be appropriate alternative sources of power in case of failure of main supply.
9.4 Security	There shall be adequate security arrangements including- <ul style="list-style-type: none"> • Functional alarm system; • Adequate and properly trained security personnel.
9.5 First Aid	Adequate kit shall be available on premises, with at least one member of staff on duty, trained in its application techniques.
9.6 Safety of Swimmers	Adequate precaution shall be taken in establishments with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants/Life Guards during pool operating hours.
10.0 SUNDRY SERVICES	
10.1 Luggage Room	Facilities shall be available for luggage storage and lost and found items. Porter services shall be provided.
10.2 Laundry and Dry Cleaning Services	Shall be provided.
11.0 HUMAN RESOURCE	
11.1 Qualifications Of Management Staff	The establishment shall be under the supervision of a qualified person.
11.2 Qualifications of Operative Staff	The establishment shall be manned by persons with appropriate training and/or experience to maintain good services for guests.
11.3 Health	Staff shall be medically examined, regularly, in line with statutory health regulations.
11.4 Staff Grooming	Staff shall be well groomed in uniform.

12.0 GENERAL	Adequate and secure parking space, in proportion of the capacity for the establishment shall be provided.
12.1 Parking Facilities	Disabled/Handicapped guests shall be catered for
12.2 Insurance	A public liability insurance and other statutory insurance policies shall cover establishment.

PART 6
LODGE OR TENTED CAMP

SECTION- ITEM	DETAILS
1.0 LOCATION	Shall be suitable for a lodge or tented camp.
1.1 Site and Environment	The establishment shall be in harmony with the natural and/or built up environment applicable to the locality.
1.2 Corridors, Walkways, Hallways and Staircases	Shall allow easy passage and be well lit at all times. Where applicable, safe side railings shall be provided and well maintained.
1.3 Site Signage and Notices	Proper and clear signs and notices shall be provided indicating any restrictions and areas of interest.
2.0 FRONT OFFICE	
2.1 Reception Area	An appropriate area suitably designed for receiving of guests shall be available.
2.2 Paging System	A simple functional paging system shall be available
2.3 Safe Deposit Service	Shall be available, in the proportion of at least one box for every five rooms.
2.4 Communication Services	Shall be available and include at least telephone.
3.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Shall be of proportionate size in relation to the capacity of the establishment, well equipped and furnished to offer basic comfort.
3.1 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided, where applicable.
3.2 Floors and Walls	Shall be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene.
3.3 Lighting	There shall be adequate natural and or artificial lighting.
4.0 DINING ROOM	
4.1 Features and Facilities	At least one room, commensurate to the number of beds. Shall be well furnished, ventilated, lit and maintained.
4.2 Furniture and Equipment	Shall be adequate, functional and comfortable. All shall be clean and of good quality, taking into consideration the needs of disabled or handicapped persons.
4.3 Lighting	Shall be adequate, natural and or artificial, with level of artificial illumination controllable.

4.4 Floors and walls	Shall be structurally sound, well maintained to support high standard of cleanliness and hygiene.
4.5 Menu	Priced menu cards shall be available with a modest selection of local and international dishes with at least three courses and a beverage list.
5.0 KITCHEN	
5.1 Size	Area including food stores and pantry shall be in proportion to the capacity of the establishment.
5.2 Organization of the Kitchen	There shall be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work shall be carried out in separate areas.
5.3 Equipment of Kitchen	Work tops shall be of stainless steel or other impervious materials, and shall include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment shall be provided. All shall of good quality and be kept in good and clean condition.
5.4 Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers shall be provided. Hygienic means of hand drying shall be provided.
5.5 Fume Extraction	Adequate and efficient natural and or mechanical ventilation or fume and hot air extraction shall be provided.
5.6 Waste Collection and Storage	There shall be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> • All bins shall be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis.
5.7 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it shall be connected to the soakage pit. All to be maintained in good working condition, at all times.
5.8 Kitchen Floors and Walls	Shall be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All shall be of good workmanship and finish. Excellent levels of hygiene shall be observed. Floors shall have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces shall be covered

5.9 Kitchen Food Storage	Shall be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets shall be available.
6.0 GUEST ROOMS	
6.1 Minimum Size	Minimum size of bedrooms shall be 12 sq m.
6.2 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning shall be provided, so as to maintain an average temperature range of 15° –29°C , where applicable.
6.3 Furniture and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bed side mat/rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded • TV and telephone shall be available.
6.4 Furnishings and Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2¹/₂ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme. • Beddings shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, Two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.
6.5 Change of Linen	Shall be changed after every two nights of use or with every new guest.
6.6 Floors, Walls and Ceilings	<ul style="list-style-type: none"> • Shall be of good finish and well maintained. • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material

6.7 Lighting and Ventilation	Openable window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.
6.8 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests.
6.9 Information in Bedrooms	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, shall be provided. <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well displayed.
6.10 Bedroom Communication System	An electric bell, light signal or telephone shall be provided in every room for internal communication.
6.11 Door Designation	Shall be numbered, lettered or otherwise designated with clear signage.
6.12 Door Security	Good quality and secure locks/locking system on each door, providing maximum privacy and security, shall be installed.
6.13 Supplies in Bedrooms	Approved and sealed bottled drinking water shall be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, ashtrays, laundry bags, air-freshening supplies and water glasses shall be provided.
7.0 GUEST BATHROOM	
7.1 Size of Bathroom	Bathroom/WC of not less than 3 ¹ / ₂ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.
7.2 Equipment and Fittings	Shall be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.
7.3. Floors, Walls and Ceilings	Good impervious non-slip materials shall be used. <ul style="list-style-type: none"> • The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.
7.4 Towels and Bathrobes	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.

7.5 Lighting and Ventilation	Two light fixtures, one of them being above the mirror for general illumination of the room shall be provided. <ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
7.6 Supplies in Bathrooms	The following shall be supplied in each bathroom: Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
8.0 HYGIENE AND SANITATION 8.1 Guest Cloakrooms	Good impervious non-slip material shall be used for floors and walls. The materials used to cover the wall shall be up to a height of not less than 1_ metres from the floor. <ul style="list-style-type: none"> • Cloakrooms shall be properly ventilated; • Gender privacy shall be assured and clearly indicated; • All doors shall be fitted with appropriate locks; • All toilets shall be clean and functional. • The following shall be provided and maintained- <ul style="list-style-type: none"> - Soap dispenser with soap; - Disposable tissue, and/or electric hand drier; - A hand wash basin; - Running hot and cold water; - Toilet paper; - Sanitary bin with liner and lid. • Facilities for the Disabled or handicapped. • Individual urinals with running water and drainage shall be available.
8.2 Staff Changing Rooms	Shall be sufficient in relation to the number of staff, Shall be clean and well maintained at all times. <ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed. • Facilities for the Disabled or handicapped shall be provided.
8.3 Refuse Storage and Disposal	Facilities shall meet the local health and environmental protection standards.
8.4 Sewage	Drainage shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations.
8.5 Vermin Proofing	All areas of the establishment shall be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin.

8.6 Water Supply	There shall be consistent supply of safe water conforming to local and WHO standards. Water from private sources shall be appropriately treated.
8.7 Water Storage	Shall be adequate to last at least one (1) day, in case of supply breakdown.
9.0 SAFETY AND SECURITY	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.
9.1 Fire Protection	<ul style="list-style-type: none"> • Fire drill exercises shall be carried out regularly. • Every establishment shall have an in-house core fire fighting team. • Statutory fire safety notices shall be prominently displayed in guest room and public areas.
9.2 Electrical Safety	All electrical installations shall be well maintained, in accordance with applicable electrical safety laws.
9.3 Security	There shall be adequate security arrangements including: <ul style="list-style-type: none"> • Functional alarm system; • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices shall be prominently displayed and legible at all times.
9.4 Emergency Power	There shall be appropriate alternative sources of power in case of failure of main supply. Power shall be available for at least 12 hours.
9.5 Medical Emergency	A properly equipped first aid kit, which shall include anti-snake venom, serum shall be provided, with some staff trained in first aid techniques and a resident nurse.
9.6 Safety of Swimmers	Adequate precaution shall be taken in hotels with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants or Life Guards at all times.
10.0 SUNDRY SERVICES	
10.1 Luggage Room	There shall be a separate room for storage of luggage and lost property.
10.2 Laundry Services	Washing and ironing of guest clothes provided.
11.0 HUMAN RESOURCES	
11.1 Qualifications of Management Staff	General management of the establishment shall be under a qualified person, certified by appropriate national authorities.

11.2 Departmental Heads	Depending on the size and organizational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department shall be supervised by an appropriately qualified person.
11.3 Qualifications of Operative Staff	The hotel shall be staffed by persons with appropriate training and/or experience to maintain satisfactory services for guests, at all times.
11.4 Health	Staff shall be medically examined regularly, in line with statutory health regulations.
11.5 Staff Uniforms	Uniforms in good, clean condition, in conformity with safety requirements, shall be provided.
11.6 Cleanliness of Staff	All staff shall be well groomed, clean in body and attire, at all times.
12.0 STAFF WELFARE	
2.1 Staff Accommodation	Adequate accommodation with proper sanitary facilities shall be provided to all staff.
12.2 Dining Facilities	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained shall be provided.
13.0 GENERAL	
13.1 Parking Facilities	Adequate parking facilities with good security shall be provided within the establishment.
13.2 Drivers Accommodation	Depending on the location, adequate accommodation for drivers shall be provided with all necessary amenities and in keeping with the general standards of the establishment.
13.3 Insurance	The establishment shall be covered by a public liability insurance and other statutory insurance policies.

PART 7

MOTELS - ONE STAR

SECTION- ITEM	DETAIL
1.0 LOCATION	The establishment shall be located along a highway, and its access shall be suitable for a Motel.
2.0 BUILDING	
2.1 Autonomy of Building	There shall be separate and independent access for motel guests and for deliveries.
2.2 Corridors, Staircases and Hallways	Shall allow easy passage and be well lit. Where applicable, side railings shall be provided, with a gentle slope for staircases. Shall be well maintained and protected from the weather.
3.0 FRONT OFFICE	
3.1 Reception Area	An appropriate area suitably designed for receiving of guests shall be available.
3.2 Information Service	Appropriate and relevant guest information shall be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. shall be provided; • Literature covering services, internal telephone directory and menus shall be provided; • Special notice regarding the hotel lien shall be displayed.
3.3 Safe Deposit Service	Shall be available, in the proportion of at least one box for every five rooms.
3.4 Foreign Exchange Service	Foreign exchange service shall be provided.
3.5 Communication Services	Shall be available and include at least telephone.
4.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Shall be of proportionate size in relation to the capacity of the establishment, well equipped and furnished.
4.1 Furniture and Décor	Shall be of good quality, functional and well maintained.
4.2 Floors and Walls	Shall be of good quality, clean and well maintained.
4.3 Lighting	Shall be adequate natural and or artificial.

5.0 RESTAURANTS	
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained.
5.2 Furniture and Equipment	Shall be functional, comfortable and appropriate and taking into account the needs of children and disabled/ handicapped persons.
5.3 Floors, Walls and Ceilings	Shall be structurally sound, and well maintained to support high standards of cleanliness and hygiene.
5.4 Menu	Priced menu and beverage list, with a selection of local and international dishes, shall be appropriately displayed.
5.5 Lighting	Shall be adequate, natural and or artificial, with level of artificial illumination controllable.
6.0 KITCHEN	
6.1 Size	Area including food stores and pantry shall be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed.
6.2 Organization of the Kitchen	There shall be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work shall be carried out in separate areas.
6.3 Equipment of Kitchen	Work tops shall be of stainless steel or other impervious materials, and shall include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment shall be provided. All shall of good quality and be kept in good and clean condition.
6.4 Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers shall be provided. Hygienic means of hand drying shall be provided.
6.5 Fume Extraction	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction shall be provided.
6.6 Waste Collection and Storage	There shall be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> • All bins shall be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis.

6.7 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building. In areas where there is no sewage system, it shall be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times.
6.8 Kitchen Floors and Walls	Shall be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All shall be of good workmanship and finish. Excellent levels of hygiene shall be observed. Floors shall have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces shall be covered.
6.9 Kitchen Food Storage	Shall be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets shall be available.
7.0 GUEST ROOMS	
7.1 Minimum Size	Minimum size of bedrooms shall be 12 sq. m.
7.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning shall be provided, so as to maintain an average temperature range of 15°– 29°C, where applicable.
7.3 Furniture, Fittings and Equipment	<p>Every room shall be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress shall not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat or rug shall be provided. • Ashtrays, waste paper baskets, luggage and shoe rack shall be provided. • All lamps shall be shaded. • TV and telephone shall be available.
7.4 Furnishings and Linen	<p>Soft furnishing and curtains shall be at least of the ratio of a window to curtain of 1:2 ¹/₂ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Shall be well designed, in harmonized colour scheme. • Beddings shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery shall be of good quality, finish and well maintained.

7.5 Change of Linen	Shall be changed after every two nights of use or with every new guest.
7.6 Floors, Walls And Ceilings	<ul style="list-style-type: none"> • Shall be of good finish and well maintained. • Carpets where applicable, shall be professionally fitted, with a good under lay and shall be clean at all the times. • Doors and windows shall be of quality material
7.7 Lighting and Ventilation	Openable window area shall not be of less than 20% of floor area. There shall be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, shall be provided.
7.8 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests.
7.9 Information in Bedrooms	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc., shall be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well displayed. • All information shall be provided in Kiswahili, English and at least one other internationally recognizable language.
7.10. Bedroom Communication System	An electric bell, light signal or telephone shall be provided in every room for internal communication
7.11 Door Designation	Shall be numbered, lettered or otherwise designated with clear signage.
7.12 Door Security	Good quality and secure locks or locking system on each door, providing maximum privacy and security shall be installed.
8.0 GUEST BATHROOM	Bathroom/WC of not less than 3 ¹ / ₂ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, shall be ensuite to each guest room.
8.1 Size	
8.2 Equipment and Fittings	Shall be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray.
8.3 Floors, Walls and Ceilings	<p>Good impervious non-slip materials shall be used.</p> <ul style="list-style-type: none"> • The materials used to cover the walls shall be at least up to a height of 2.5 meters from the floor.

8.4 Towels	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition shall be provided for each guest and changed daily. Bath mat of modest material shall be provided.
8.5 Lighting and Ventilation	<ul style="list-style-type: none"> • There shall be effective natural and artificial ventilation. • Electrical lighting shall be of sufficient wattage.
8.6 Supplies in the Bathroom.	The following shall be supplied in each bathroom: sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.
9.0 HYGIENE & SANITATION 9.1 Guest Cloakrooms	<p>Good impervious non-slip material shall be used for floors and walls. The materials used to cover the wall shall be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms shall be properly ventilated. • Gender privacy shall be assured and clearly indicated. • All doors shall be fitted with appropriate locks. • All toilets shall be clean and functional. • The following shall be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap; - Disposable tissue, and or electric hand drier; - A hand wash basin; - Running hot and cold water; - Toilet paper; - Sanitary bin with liner and lid. • Facilities for the Disabled or handicapped. • Individual urinals with running water and drainage shall be available.
9.2 Staff Changing Rooms	<p>Shall be sufficient in relation to the number of staff. Shall be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed. • Facilities for the Disabled or handicapped shall be provided.
9.3 Refuse Disposal	Shall meet the local health standards and environmental protection regulations.
9.4 Sewage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it shall be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations.

9.5 Vermin Proofing	The premises shall be fumigated regularly in accordance with health regulations and properly protected against other vermin.
9.6 Water supply	There shall be consistent supply of safe water conforming to local and WHO standards. Water from private sources shall be appropriately treated.
9.7 Water Storage	There shall be enough storage capacity to last at least one day, in case of supply breakdown.
10.0 SAFETY AND SECURITY	
10.1 Fire Protection	Adequate and appropriate fire fighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire drill exercises shall be carried out regularly; • Every establishment shall have an in-house core fire fighting team; • Statutory fire safety notices shall be prominently displayed in guest room and public areas.
10.2 Electrical Safety	All electrical installations shall be well maintained, in accordance with applicable electrical safety laws.
10.3 Security	Adequate arrangements, including a functional alarm system, connected to external rapid response system as well as properly trained and equipped personnel shall be in place.
10.4 Emergency Power	There shall be appropriate alternative sources of power in case of failure of the main supply.
10.5 First Aid	Adequate kit shall be provided, with some of the staff on duty trained in its application techniques.
10.6 Safety of Swimmers	Adequate precaution shall be taken in motels with swimming pools. These shall include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants or Life Guards at all times.
11.0 SUNDRY SERVICES	
11.1 Luggage Room	Separate facilities shall be available for luggage storage and lost and found items.
11.2 Laundry and Dry cleaning Services	Washing and ironing services provided.

12.0 HUMAN RESOURCE	
12.1 Management	General management of the establishment shall be under a qualified person.
12.2 Departmental Heads	Depending on the size and organizational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.
12.3 Qualifications of Operative Staff	Persons with appropriate training and or experience shall man the hostel and maintain satisfactory services for guests at all time.
12.4 Health	Staff shall be medically examined regularly, in line with statutory health regulations.
12.5 Staff Uniforms	Uniforms shall be in good, clean condition, in conformity with safety requirements, and shall be provided.
12.6 Dining and Recreation Facilities for Staff	A dining room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained shall be provided.
12.7 Cleanliness of Staff	All staff shall be well groomed, clean in body and attire, at all times.
12.8 Lifts	Guest lifts shall be provided for buildings of four or more storeys, including ground floor.
12.9 Parking Facilities	Adequate and secure parking facility shall be provided for guests. Disabled persons shall be catered for.

MARIA MUTAGAMBA,
Minister of Tourism, Wildlife and Antiquities.